

**MARICOPA COUNTY**  
**BUSINESS STRATEGIES AND HEALTH CARE PROGRAMS**  
**EMPLOYEE BENEFITS PROGRAM**



**WELCOME TO THE EMPLOYEE BENEFITS**  
**ADVISORY COUNCIL**  
**BENEFITS UPDATE MEETING**  
**JUNE 26, 2012**



# **WELCOME AND INTRODUCTIONS**

**MEG BLANKENSHIP, BENEFITS MANAGER**

BUSINESS STRATEGIES AND HEALTH CARE PROGRAMS





# AGENDA

- ⦿ Welcome Meg Blankenship
- ⦿ YMCA Wellness Partnership Chris Bradley  
Kerri O'Brien  
Odette Bakker
- ⦿ Take Care Onsite Pharmacy and Health Center Lisa Cuellar
- ⦿ MDLiveCare John Halsey
- ⦿ MetLife Peggi Goss
- ⦿ EBAC Roles and Responsibilities Meg Blankenship
- ⦿ Wrap-Up



# **YMCA WELLNESS PARTNERSHIP**

**CHRIS BRADLEY, KERRI O'BRIEN,  
ODETTE BAKKER**





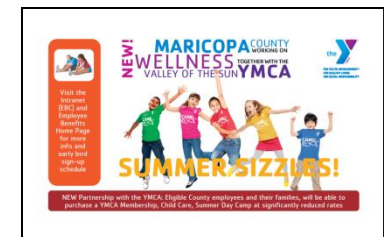
# Partnership Overview

WORKING  
ON WELLNESS  
TOGETHER  
WITH THE YMCA



## MARICOPA COUNTY AND VALLEY OF THE SUN YMCA WELLNESS PROVIDER PARTNERSHIP

- Innovative approach to wellness
- Maricopa County Wellness Partner
- **ABOUT THE YMCA:**
  - The YMCA is a cause-driven organization
  - The YMCA knows that lasting personal and social change comes about when we all work together
  - That's why, at the YMCA, strengthening community is the cause







# Program Overview

WORKING  
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**When is the Program Effective? July 1, 2012**

## **Who Is Eligible?**

- Employees enrolled in a County-sponsored medical plan

## **How Does the YMCA Benefit Work?**

- Reduced rates being offered for memberships and child care
- Employee must purchase a membership to be eligible for reduced rates for child care
- Membership fees will be collected through payroll deductions. Employees will pay child care fees directly to the YMCA branch of service.





# Membership

WORKING  
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## What are the Membership Fees?

Membership Type	Regular Rate	County Rate	Includes
Adult	\$51	\$24	Employee Only
Family I	\$72	\$44	Employee + Child(ren) under age 18 living in same household
Family II	\$89	\$51	Employee + Adult + Child(ren) under age 18 living in same household

Regular \$100 **joining fee** will be waived for all County employees.





## More Details

WORKING  
ON WELLNESS  
TOGETHER  
WITH THE YMCA



- **Valley-wide Membership:** Membership allows FREE access to all 17 Valley of the Sun YMCA branch locations
- County employees will receive a **preferred rate for ALL programs**
- **Child care** (includes Preschool Child Care Programs, Day Camp, Before and After-School Programs and Overnight Resident Camp) will be an **extra 15% off**
- **Membership Includes:**
  - **FREE** SMART START appointment
  - Dozens of **FREE** fitness classes
  - **FREE** water fitness classes
  - **FREE** Child Watch while you work out (*for Family 1 and 2 Memberships*) for age 3 months to 12 years
  - **FREE** senior programs





# Enrollment Info

WORKING  
ON WELLNESS  
TOGETHER  
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## **How to Enroll:**

Join at any Valley of the Sun YMCA branch

## **What to Bring to Sign-Up:**

- County ID Badge
- Cigna Medical ID Card(s) for employee and spouse if signing up for Family II Membership
- Employee ID Number (9-digit number)
- Method of payment to pay the equivalent of one payroll deduction fee



# **TAKE CARE ONSITE PHARMACY AND HEALTH CENTER**

**LISA CUELLAR**





# Maricopa County Onsite Pharmacy

## **NEW Pharmacy Hours as of July 2<sup>nd</sup>**

Monday thru Friday - 7:30am – 4:00pm

*Closed Daily for Lunch 1:00pm – 1:30pm*

### **Pharmacy incentives**

#### ***90-day supply-same as mail order***

Generics: \$10 min - \$28 max

Preferred: \$20min- \$70 max

Non-Preferred: \$75 min- No max

***Lower minimums and maximums than all other pharmacies!***

***Spouses and dependents welcome!***

- Convenient Filling of Prescriptions
- In-depth Pharmacist Consultations
- Prescription Transfers
- Over the Counter Medications
- Auto Refills
- 90 Day Supplies
- Immunizations **ENHANCED!!**  
(\*Flu, TDap, Pneumonia, Shingles, Tetanus, etc.)
- Health testing **NEW!!**  
(Blood Pressure, Blood Glucose, etc.)

**For more information, call 602.283.9925**





# Maricopa County Onsite Health Center

## **NEW Health Center Hours as of July 2<sup>nd</sup> :**

Monday thru Friday - 7:30am – 4:00pm

*Closed Daily for Lunch 1:00pm – 1:30pm*

- ✓ Acute Medical Care
- ✓ Minor Surgical Procedures
- ✓ Immunizations and Vaccinations **Expanded**
- ✓ Urgent "Walk-In" Care
- ✓ Gastrointestinal
- ✓ Infections
  - Urinary
  - Respiratory
  - Eye
- ✓ Writes prescriptions, if necessary
- ✓ In-network for Cigna
  - Other health plan participation may vary

***Expanded Laboratory  
Services Coming  
Soon!!***

***Spouses and dependents welcome***

***&***

***\$10 off your primary copay***

We've expanded our scope of services to address a broader range of acute care needs.

- ✓ Upgraded our patient electronic medical records system
- ✓ Redesign of space and exam room to enhance the patient experience



**For more information, call 480.347.4791**



# Peace of Mind

## Same Trusted Staff

- Quality Care
- Priority Access
- Privacy Guaranteed



**Virginia Boomershine, Pharm.D.**  
Pharmacist  
Pharmacy Manager



**Nora Silva, CPhT**  
Pharmacy Technician



**Ruth Stedwell, MS, RN, FNP-C**  
Nurse Practitioner  
Health Center Supervisor

***The Pharmacy & Health Center is located in the Maricopa County Administration Building, 2<sup>nd</sup> floor***



# Questions?



# **MDLIVECARE**

**JOHN HALSEY**



# What is MDLiveCare?



- 24x7x365 on-demand access to convenient affordable care
- A network of highly qualified, state licensed and board certified physicians
- Available by telephone, secure video chat and email
- Consultation within 1 hour of request. Average waiting time of 18 minutes
- Free, unlimited e-mail consults
- Prescriptions for non-controlled substances when appropriate
- Health reference & educational library
- It's private, secure & confidential





# Common Conditions and When to Use



## General Health

Acne  
Allergies  
Bronchitis  
Cold & Flu  
Fever  
Gout  
Headache  
Urinary Tract Infection  
Joint Aches & Pains  
Nausea & Vomiting  
Pink Eye  
Rashes  
Sinus Infection  
Sore Throat  
Sunburn

## When to Use MDLIVE

- If you're considering the ER or urgent care center for a non-emergency medical issue
- Your primary care physician is not available
- For non-emergency medical issues & questions
- Request prescriptions or get refills
- Traveling and in need of medical care
- During or after normal business hours, nights, weekends and even holidays



# Registration:

- Registration is FREE and easy: simply go to [www.mdlivecare.com/maricopa](http://www.mdlivecare.com/maricopa) to sign up
- No monthly fee, pay as you use the service
- Accepted methods of payment are debit and credit card
- Register as soon as possible so you can take advantage of this benefit; and ensure that when you need the service, the doctor is just a phone call away.



For Cigna Medical Plan members, with the exception of the Choice Fund Medical Plan, you will be charged a **\$10.00** co-payment per visit.

For members in the Cigna Choice Fund Medical Plan, you will be charged **\$39.95** per visit.



# How does it work?

## BY PHONE



### Step 1: Call 1-888-632-2738

Just call our toll-free hotline available 24/7/365, including holidays.

### Step 2: Speak with a Coordinator

A Consultation coordinator will help review your medical information and locate the next available provider

### Step 3: Speak with the Doctor

Once an available provider is located, our system automatically calls and connects you to the doctor.

## BY VIDEO CONFERENCE



### Step 1: Visit Website

Visit the MDLiveCare Maricopa page at: [www.mdlivecare.com/maricopa](http://www.mdlivecare.com/maricopa) and log in using your username and password.

### Step 2: Find a Doctor

Our system helps you search for a provider by criteria, such as specialty, language, gender, and location; or you may simply find the next available provider.

### Step 3: See the Doctor Online

Once an available provider is located, our system automatically creates the appointment, and connects you to the doctor on the date and time of your requested visit.



The MetLife logo is displayed in white, bold, sans-serif capital letters. It is positioned on the left side of a wide orange horizontal band. The background of the slide features a dark blue vertical bar on the far left, a maroon square behind the logo, and a light orange gradient bar below the main orange band.

# **METLIFE**

## **PEGGI GOSS**



# MetLife Group Auto and Home Benefit



### Key Program Features

- 41% market share: #1 employer-sponsored provider
- Wide range of coverage
- Group filing separate from Retail
  - Special group rates and discounts
  - Refined tiering structure
- Automated payroll deduction
- Full-service website
- Dedicated group insurance consultants

We service 205  
of the top  
FORTUNE 500®  
and 56 of the  
FORTUNE 100®  
companies



### Product Availability

- Auto (**motorcycle also available**)
- Boat
- Recreational Vehicle
- Landlord's Rental Dwelling
- Renter's
- Home
- Condo
- Mobile Home
- Personal Excess Liability ("Umbrella")

***Specialty and non standard coverage  
available through the MetLife GA<sup>SM</sup>***

Arizona Customers  
saved  
an average of  
**\$504 (30%)**  
by switching  
to MetLife  
Auto & Home®!



## MetLife Auto & Home<sup>®</sup>

- Policies are fully portable
- Auto Advantage<sup>SM\*</sup>
  - Deductible Savings Benefit<sup>\*\*</sup>
  - Full Replacement Cost coverage
  - Enhanced rental car damage coverage
  - Special Parts Coverage
- Home Advantage<sup>SM</sup>
  - Coverage A+<sup>\*\*\*</sup>
- Identity Protection Services\*
- Group specific discounts<sup>++</sup>
  - Group Discount: 17%
  - Tenure Discount:
    - 3-9 years= 3% discount
    - 10-19 years= 15% discount
    - 20+ years= 20% discount
  - Payroll Deduction Discount: 12%
  - Garaged vehicle: up to 15% discount
- Guaranteed Repair Program and Home Contractor Referral Network

Policyholder Retention: 87%<sup>+++</sup>

Group Account Retention: 98%<sup>+++</sup>



## MetLife Auto & Home® Group Insurance Program

### Employee Advantages

- Competitive rates and group discounts
- Coverage portability
- Unique product offerings not available with other carriers
- One toll-free number for quotes, applications, claims and customer service
- Extended customer service hours, including Saturdays and weeknight evenings
- Dedicated Spanish language sales and service unit
- Easy and affordable payment through payroll deduction
- Superior customer service, and 24/7 claim service availability
- Web capabilities for self-service, purchasing a policy, and information
- Wide variety of free materials on educational and safety topics

**Over 90% would recommend us/over 90% satisfaction rate**



## MetLife Group Auto and Home for Maricopa County

### • Common Questions and Answers

- Who is eligible for this Benefit? **\*\*All Maricopa County employees are eligible for this benefit.\*\***
- How do I get a quote? There are 3 ways to get a quote:
  1. Call **1 (800) Get-Met8** (800-438-6388) and speak to a licensed agent
  2. Go online to [www.metlife.com](http://www.metlife.com) and select the option for “Auto Insurance”
  3. Contact a local MetLife agent in the valley to provide you with a quote
- What information will I need to get a quote:
  - Typically, it is easiest to just have a copy of your current policy. This will allow you to get an apples to apples comparison of what you currently have. Eventually, you will need to provide your driver’s license #, social security #, and car/home specific information for the policy to be completed.
- What happens if I leave Maricopa County? Your policy is portable, so you can take it with you. You would however lose the group discounts when your policy renews.



## Questions?

## MetLife Group Auto and Home



# EBAC ROLES AND RESPONSIBILITIES

- ⦿ Distribute general benefits/wellness information to department staff
- ⦿ Provide feedback on most effective method of communicating with department
- ⦿ Refer employees to the Benefits Office, (602) 506-1010, if they have questions about their benefits
- ⦿ Participate in the quarterly EBAC meetings
- ⦿ Ensure HR contact information is current with Employee Benefits
- ⦿ Submit topics for discussion for future EBAC meetings



# **WRAP UP**

## **MEG BLANKENSHIP**



# QUESTIONS?

